

Quality Policy

It is our policy at State Transport to develop and deliver Transport and Logistics services that exceed our customer’s expectations. To perform each function, we endeavour to continuously and proactively manage and improve our processes by maintaining a Quality Management System that complies with standards related to our industry while complying with applicable legal and statutory obligations.

We are committed to achieving a level of quality, which will set the pace in the Transport and Logistics marketplace in terms of value and service, progressing on a quality journey, which will be profitable for our clients, our people, our suppliers and our company. We seek continuous improvement in all our processes.

We intend to achieve and sustain this policy by implementing a quality management system based on the following principles:

* People are our key resource
* Our creativity and commitment to exceeding our client’s needs and expectations, ensures our future. We are empowered and held accountable for meeting the needs of our clients.
* We understand and define our customers’ current requirements and strive to anticipate their future needs. We view our business as a value adding system.
* We treat clients as partners and encourage them to join us on the Quality Journey and use the information to continuously improve.
* Take the process approach for achieving consistent and predictable results, together with the development of managed relationships with interested parties, particularly subcontractors and critical suppliers.
* To provide skill enhancement to employees & sub-contractors, generation of the necessary infrastructure and resources needed to support all operational process. Human development and empowerment of competent and engaged people to enhance creation of added value.
* Look for new process improvements in all that we do. Committing to continually improve the effectiveness of the quality management system.

I have committed to this policy and its implementation in ensuring a healthy and safe work environment.

Date: 29th March 2022

Albert Cenusa
Managing Director

